

Subject: Citywide: VRI Service Package and Technical Assistance (Update)
From: Richard Ray <richard.ray@lacity.org>
Date: 6/3/19, 12:25 PM
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Dear Departmental ADA Coordinator, Departmental ITA Coordinator, and/or Designee:

In 2016, the Department on Disability (DOD) launched the Video Remote Interpreting (VRI) Service – a service that is available to provide sign language interpreting to staff who are interacting with individuals who are deaf or hard of hearing and communicates in sign language using video technology to participate and benefit from the City's services, programs, and activities. The availability of VRI service has significantly enhanced communication capabilities between individuals who are deaf and hard of hearing and City personnel.

The DOD is pleased to announce its continuing to expand a citywide on-demand Video Remote Interpreting (VRI) Service in accordance with the American with Disabilities (ADA) Amendments Act of 2008 (P.L. 110-325). The DOD encourages all City departments to support and utilize this exciting service.

The City has awarded contracts to three (3) VRI Service Providers: Interpreters Unlimited Group; Purple Communications; and Voiance Language Service, Inc. These contracts were approved by the City Council and the Mayor to provide VRI services for a period of three (3) years starting July 1, 2019 through June 30, 2022. Funding is set aside annually in the Department on Disability to provide auxiliary aids and services to persons with disabilities, which includes the provision of VRI service.

VRI Package

A complete package is available and it can be downloaded from Google Drive using this link, <https://drive.google.com/open?id=1LRKyRR1U90N6QPpKv19Aee8PUULNWCrJ>.

Included in this package are:

- * VRI Service Package and Technical Assistance (Update)
- * VRI PowerPoint Presentation
- * Auxiliary Aids and Services
- * Video Relay Service (VRS) v. Video Remote Interpreting (VRI) Service
- * General Information on Citywide VRI Service
- * City-contracted VRI Service Providers
 - * Interpreters Unlimited
 - * Purple Communications
 - * Voiance Language Services
- * VRI Service Locations and Users Account (Template)
- * VRI Service Signage

VRI Locations and Users Account Information

VRI Service Locations and Users Account in Excel format which contains your department's Username and Passwords is attached. Consult with your City department's Excel spreadsheet to access and utilize VRI Service.

Technical Assistance and Training

The DOD will be available to provide quality technical assistance and training sessions to departments who have implemented VRI service. For additional information or questions, please contact:

Richard Ray, Technology Access Coordinator

(213) 202-2753

E-mail Richard.Ray@lacity.org [<mailto:Richard.Ray@lacity.org>](mailto:Richard.Ray@lacity.org)

The goal is to complete the installation and implementation of VRI services to be ready for use on or before July 1, 2019. Please let me know when this task is completed. Once again, we look forward to working with you.

Thank you very much!

Richard Ray

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—Attachments:—

F. Mayor UHRC VRI Locations and Users Account 2019.xlsx

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